

LRGHealthcare

care. compassion. community

December 19, 2008

Assistant Attorney General Noether
Bureau Chief, Consumer Protection
33 Capitol Street
Concord, NH 03301

RE: NH RSA 359 C20: Personal Health Information (PHI) Potential Disclosure

Dear Assistant Attorney General Noether:

A package containing copies of checks and payment support has apparently been lost by UPS in the shipping process. As of today UPS is considering the package to be lost (see attachment A). This package was sent to LRGHealthcare by Lighthouse Financial Services under an agreement with Franklin Savings Bank. Lighthouse prepares and deposits insurance and patient payments on behalf of LRGHealthcare. We believe that the package contained information on approximately 1,500 patients.

The information varies widely based on the payer and type of service but could have contained some or all of the items listed below.

1. Patient Name, address, date of birth, diagnosis, date(s) of service, procedure codes and descriptions
2. Guarantor Name and address
3. Insurance name, address and phone number
4. Billed Amount, Paid amount, Patient balance due, deductibles and maximums
5. For any Workers compensation claims the employer name, address and date of injury.

We are in process of identifying all known individuals, and will advise them to protect themselves from the possibility of identity theft by recommending that potential victims of identity theft have a fraud alert placed on their credit files. As required by the statute we will also be contacting the three credit reporting agencies.

Equifax

P.O. Box 740241
Atlanta GA 30374-0241
888-397-3742

Experian

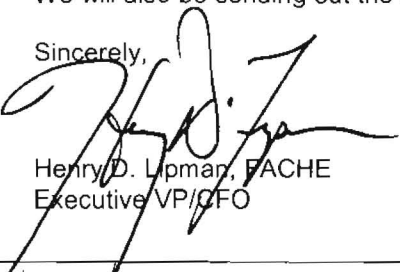
P.O. Box 9534
Allen, TX 75013
877-481-6826

Trans Union

Fraud Victim Assistance Division
P.O. Box 6790
Fullerton CA 92834-6790
800-493-2392

We will also be sending out the enclosed letter, attachment B to affected persons as soon as possible.

Sincerely,



Henry D. Lipman, FACHE
Executive VP/CFO

Attachment A

December 19, 2008

RE: NH RSA 359-C:20: Personal Health Information (PHI) Potential Disclosure

Dear _____:

A package containing copies of checks and payment support has apparently been lost by UPS in the shipping process. As of today UPS is considering the package to be lost. This package was sent to LRGHealthcare by Lighthouse Financial Services under an agreement with Franklin Savings Bank. Lighthouse prepares and deposits insurance and patient payments on behalf of LRGHealthcare.

We believe that the package contained information on approximately 1,500 patients and that you are one of the individuals whose information was in that package.

The information varies widely based on the payer and type of service but could have contained some or all of the items listed below.

1. Patient Name, address, date of birth, diagnosis, date(s) of service, procedure codes and descriptions
2. Guarantor Name and address
3. Insurance name, address and phone number
4. Billed Amount, Paid amount, Patient balance due, deductibles and maximums
5. For any Workers compensation claims the employer name, address and date of injury.

To protect yourself from the possibility of identity theft, we recommend that you consider a fraud alert placed on your credit files. You can add this alert by contacting one of the three credit reporting agencies. When you request a fraud alert from one bureau, it will notify the other two for you.

Your credit file will be flagged with a statement that says you may be a victim of fraud and that creditors should phone you before opening new accounts. You will receive letters from all three credit agencies with instructions on how to get a free copy of your credit report from each agency.

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Fullerton CA 92834-6790
800-493-2392

If you receive your credit reports look them over carefully. Look for accounts you did not open. Look for inquiries from creditors that you did not initiate; look for personal information, such as home address and social security number, that is not accurate. If you see anything you do not understand, call the credit reporting agency at the telephone number on the report.

If you do find suspicious activity on your credit reports, call your local police or sheriff's office and file a police report of identity theft. (If appropriate, give contact number for law enforcement agency investigating the incident for you.) Get a copy of the police report. You may need to give copies of the police report to creditors to clear up your records.

Even if you do not find any signs of fraud on your reports, we recommend that you check your credit report every three months for the next year. Just call one of the numbers above to order your reports and keep the fraud alert in place.

We apologize for this incident and sincerely regret any inconvenience that these events and responding to this notice may cause you.” For more information on identity theft, we suggest that you visit the Web site of the www.privacyrights.com (or the Federal Trade Commission at www.consumer/gov/idtheft.)

If there is anything LRGHealthcare can do to assist you, please call our Compliance Office (or Security Officer) at 603-527-7139.

Sincerely,

Henry D. Lipman, FACHE
Executive VP/CFO



Attachment B

Dear Customer:

We regret that your shipment with UPS was lost or damaged. In order to expedite the processing of a claim, please **promptly submit the required information listed below.**

Please note that if you have already provided the documents required to process your claim, you may disregard this notice. If necessary, UPS will contact you for any additional information.

Documents needed to file a claim:

1. **Request for Claim Payment Form:** Enter the lesser of the actual cost, replacement cost if the merchandise can be replaced or or repair cost if the merchandise can be repaired, and transportation charges.
2. **Merchandise Value:** A copy of the original invoice or other proof certified in writing sufficient to identify the package contents and substantiate the lesser of the actual cost, replacement cost or repair cost of the merchandise.
3. **Shipping Record:** A copy of the shipping record for the above package.

To file a claim electronically:

- For customers with access to Claims on ups.com:

<https://www.ups.com/content/us/en/resources/service/claims/index.html>

- For other claims:

https://wwwapps.ups.com/dua/upload?loc=en_US

To file a claim by fax or mail see the enclosed **Request for Claim Payment Form.**

We apologize for any inconvenience this may have caused. We strive to provide quality service and look forward to serving you in the future. If you have any questions or need further assistance, please call **1-800-PICK-UPS**. Please refer to your shipper number and claim number.

UPS Customer Service